

# TOOLS FOR COURT INTERPRETER COORDINATORS

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ARIZONA SUPREME COURT  
ADMINISTRATIVE OFFICE OF THE COURTS  
COURT SERVICES DIVISION  
LANGUAGE ACCESS SERVICES

## INTRODUCTION

This document has been developed to provide information to those court staff who administer, manage, supervise, or coordinate the delivery of court interpreter services regarding the resources at their disposal for locating and contracting freelance interpreters. It contains recommendations from the Court Interpreter Program Advisory Committee (CIPAC), as well as information from the AOC's Court Operations Unit. It is intended for use by courts across the state. As such, it contains as broad an array of information and recommendations as are known to exist at the time of its publication. Not all of the solutions appearing in this document will apply to every court or every situation. Courts should evaluate the suitability of the resources and recommendations presented, taking into account the court's circumstances and policies.

Every effort will be made to keep this document up-to-date and available to the courts through the AJIN Interpreter portal. Courts are encouraged to contact the ACICP to report any inaccuracies, as well as suggestions for additional resources at: [interpreters@courts.az.gov](mailto:interpreters@courts.az.gov).

## COURT INTERPRETER CREDENTIALING REQUIREMENTS

Courts are required to have staff who provide interpreter services credentialed at Tier 3 or Tier 4 under the [Arizona Court Interpreter Credentialing Program](#) (ACICP) by specific deadlines (see [Administrative Orders 2016-02](#) and [2019-38](#)). This requirement applies to all regular staff who are classified as interpreters, as well as those staff who are not so classified but who may be engaged by the court to act as interpreters. This requirement does not apply to bilingual staff who may be able to carry out their non-interpreting duties in a language other than English (i.e. public counters, information kiosks, etc.).

Also, effective July 1, 2017, courts are to give appointment preference to credentialed freelance interpreters, when available. This means courts should show preference for those interpreters who have earned a credential under the Arizona Court Interpreter Credentialing Program, provided one is available for a given court hearing or event. It is important that courts seek out and use credentialed interpreters whenever possible to ensure not only the same level of professionalism and competency by interpreters throughout the courts across the state, but also to ensure meaningful access to justice for limited English proficient (LEP) persons. With this in mind, CIPAC produced a guidance document to assist courts in complying with the "preference" requirement in Administrative Order 2016-02.

Please refer to Appendix A: *Guidance to Courts Regarding the "Preference" Requirement in A.O 2016-02*

## LANGUAGE ACCESS PLANS

Pursuant to [Administrative Order 2011-96](#), all courts must have a language access plan that documents how the court makes court proceedings and operations available to limited-English-proficient (LEP) parties and witnesses. Key to the success of such plans is the training and orientation of court staff, who must be aware of the services the courts provide to the public they serve, as well as the protocols for providing those services.

## ARIZONA COURT INTERPRETER LISTSERV

A Listserv is an electronic mailing list software application that allows a sender to send one email to a single e-mail address which then transparently send the message on to all of the subscribers to the list. One must subscribe to the list in order to send and receive list messages.

The Arizona Court Interpreter Listserv was designed to allow courts to communicate easily and effectively exchange interpreting- and translation-related information. Currently, a number of personnel from courts across the state use the Listserv to request and share leads on interpreters of every language, making it a quick and easy place for court interpreter schedulers and coordinators to begin looking for hard-to-find languages. The more courts that participate and share information and leads, the more valuable this tool becomes for all.

In addition, the ACICP distributes updates about the credentialing program over the Listserv, including exam dates and registration deadlines.

## INSTRUCTIONS FOR USE:

1. First, subscribe to the list:
  - a. Send a blank e-mail to: [arizona-court-interpreter-listserv-join@supreme4.sp.state.az.us](mailto:arizona-court-interpreter-listserv-join@supreme4.sp.state.az.us)
  - b. Be sure to use the e-mail address that will be used to send and receive list messages
  - c. There is no limit to the number of people a court may have subscribed to the Listserv
  - d. Once subscribed, users will be able to send messages to the list and will receive all messages that other subscribers send to it.
2. To send messages to the Listserv:
  - a. From the e-mail address subscribed to the list, address a new message to: [arizona-court-interpreter-listserv@lists.azcourts.gov](mailto:arizona-court-interpreter-listserv@lists.azcourts.gov)
  - b. Fill in the subject line and body of the e-mail and click "Send"
  - c. The list will receive the message and, moments later, send it to all subscribers
  - d. The sender also receives a copy of the sent message
3. To reply to messages from the Listserv:
  - a. Simply click "Reply" in your e-mail editor.  
**NOTE:** All replies automatically go to the whole list. To reply only to the person who sent a message to the list, users must edit the "TO" field of their message before sending their reply.
4. To unsubscribe from the Listserv:
  - a. If a user would like to unsubscribe from the Listserv, simply send a blank e-mail to: [leave-arizona-court-interpreter-listserv-4472V@lists.azcourts.gov](mailto:leave-arizona-court-interpreter-listserv-4472V@lists.azcourts.gov)
  - b. This must be done from the e-mail address originally used to subscribe to the list
  - c. All subscription privileges will cease immediately

**IMPORTANT NOTE:** All messages to the Arizona Court Interpreter Listserv must be strictly professional in nature. Membership on the Listserv is not centrally monitored; anyone with the subscription address may be on the Listserv and may read messages posted to it.

## ARIZONA COURT INTERPRETER REGISTRY

The [Arizona Court Interpreter Registry](#) is an online database of individuals who have self-identified as being interested or available to provide interpreter services to the courts. In the Registry, these individuals record the following information:

1. Personal contact information
2. Languages spoken
3. Travel preferences and availability
4. Interpreting experience
5. Related documents

**IMPORTANT NOTE:** The information listed above is self-reported by each individual. It is not checked for accuracy by the AOC. Courts are cautioned to treat this information as they would treat any information on a job application. Verification is recommended.

The ACICP also records each interpreter's progress in the credentialing program in their corresponding Registry profile. The Registry records, and courts may view, all elements of the credentialing program an interpreter has completed or attempted during the credentialing process.

Court staff with access to the Registry may search for interpreters based on a number of different criteria, including, language, name, credential level, trial experience, travel availability, etc. Courts may designate any staff responsible for scheduling or coordinating interpreter services to have access to search and view information in the Registry. To have staff granted access to the Interpreter Registry, send an e-mail to [interpreters@courts.az.gov](mailto:interpreters@courts.az.gov).

## INSTRUCTIONS FOR USE:

Please refer to Appendix B: *Arizona Court Interpreter Registry – Court User Instructions*

### ARIZONA COURT INTERPRETER ROSTER

Arizona has a publicly available list of credentialed court interpreters; the Arizona Court Interpreter Roster. The roster is a list of interpreters who have completed at least one tier in the Arizona Court Interpreter Credentialing Program and are, therefore, considered to be "credentialed." As a Court User, you have access to this information and more through the Registry, however this list can be printed and the linked easily. If you choose to print this document, please be sure to reprint it as needed as ACICP updates this list with every cycle.

**PUBLIC ROSTER:** <https://www.azcourts.gov/Portals/168/Resources/ACICPRoster.pdf>

### OTHER STATES' SEARCHABLE DIRECTORIES

Some states have publicly available lists or databases of their credentialed court interpreters. Courts may search these in an effort to find interpreters not available locally. Each state has its own requirements for interpreter credentialing. It is recommended that courts ask potential interpreters which requirements they met in order to be listed with a particular state.

The following list of state interpreter lists is not exhaustive. Courts may search for and find lists from other states.

#### STATE DIRECTORIES OF INTERPRETERS:

State	Link to Directory
ACDHH	<a href="#">Arizona Interpreters for the Deaf</a>
California	<a href="#">California Certified and Registered Interpreters</a>
Colorado	<a href="#">Colorado Interpreter Directories</a>
Florida	<a href="#">Florida Court Interpreter Directories</a>
Georgia	<a href="#">Georgia Court Professional Directory</a>
Hawaii	<a href="#">Hawaii Court Interpreter Registry</a>
Idaho	<a href="#">Idaho Court Interpreter Roster(s)</a> (click the appropriate Roster [by level])
Iowa	<a href="#">Iowa Roster of Court Interpreters</a>
Michigan	<a href="#">Michigan Court Interpreter Directories</a>
Minnesota	<a href="#">Minnesota Certified Court Interpreter Search</a>
Nevada	<a href="#">Nevada Court Interpreter Roster</a>
New Mexico	<a href="#">New Mexico Directory of Court Interpreters</a> (click "LAS Directory..." to open Excel document)
New Jersey	<a href="#">New Jersey Registry of Interpreting Services</a>
NCSC Interpreter Database	Contact David Svoboda for searches: <a href="mailto:dsvoboda@courts.az.gov">dsvoboda@courts.az.gov</a>
Ohio	<a href="#">Ohio Court Interpreter Directories</a>
Oregon	<a href="#">Oregon Certified Court Interpreter Roster</a>
Pennsylvania	<a href="#">Pennsylvania Court Interpreter Roster</a>
Texas	<a href="#">Texas Licensed Court Interpreter Search</a>
Utah	<a href="#">Utah Credentialed Interpreter Search</a>
Washington	<a href="#">Washington State Certified and Registered Court Interpreter Search</a>

The Arizona State Procurement Office manages a statewide contract for translation and interpreting services. A number of individuals and companies have been awarded a contract of which any state government agencies are free to make use. Rates for services through the Statewide Foreign Language Interpretation and Translation Agreement may be lower than the rates charged for smaller local contracts with the same vendors.

### INSTRUCTIONS FOR USE:

1. Go to <https://app.az.gov/page.aspx/en/usr/login>
2. Click the 'State Contracts' link
3. Type the word "Interpretation" in the 'Keywords' search field
  - a. *Tip:* Select "Running" in the 'Validity' field
4. Click the row for your chosen vendor to view contract terms, pricing sheet, etc.
  - a. *Tip:* After opening the vendor line, scroll to the bottom of the page to review pdf documents associated with the contract.
5. Note: the SPO contracts can typically be used by any state agency by simply doing a "work order" from the existing contract, with no further procurement processes needed. Consult your local procurement officer to verify the correct process to follow.

## RESOURCES FOR ASL AND OTHER INTERPRETERS FOR THE DEAF AND HARD OF HEARING

Interpreters for the Deaf and Hard of Hearing are governed by state law. Pursuant to [A.R.S. §12-242](#), a qualified interpreter must be appointed in matters in which a deaf person is party to the action, either as a witness, complainant, defendant or attorney. The statute defines a "qualified interpreter" as one who has been licensed by the Arizona Commission for the Deaf and Hard of Hearing (ACDHH). Furthermore, [A.R.S. §36-1971](#) states that unlicensed persons shall not practice as interpreters for the deaf and hard of hearing.

The ACDHH recognizes three classes of interpreters for legal proceedings. They are: Legal A, C, and D.

- Legal A interpreters may interpret in any legal setting
- Legal C interpreters may interpret in legal settings only if teamed with a Legal A interpreter
- Legal D interpreters are Deaf or Hard-of-Hearing and may interpret in legal settings in which a Certified Deaf Interpreter (CDI) is needed to communicate effectively with a Deaf individual. These interpreters are typically teamed with Legal A interpreters.

A number of ASL interpreters and other interpreters for the Deaf and Hard of Hearing have created profiles in the [Arizona Court Interpreter Registry](#) for courts to view. Additionally, the ACDHH maintains an online database of all licensed ASL interpreters in the state. Follow the link below for access.

**ACDHH LICENSED INTERPRETERS:** <http://www.acdhh.org/interpreter-services/list-of-licensed-interpreters>

## CONSIDERATIONS FOR ASL INTERPRETERS APPEARING REMOTELY

Video Remote Interpretation (VRI) offers greater flexibility in securing an interpreter when local resources are limited. It is important to note, however, that all ASL interpreters appearing in Arizona courts are required to be licensed by the ACDHH, regardless of the interpreters' physical location. Courts are cautioned to verify this requirement with their remote interpreting services provider, if any.

## ADDITIONAL RESOURCES AVAILABLE THROUGH THE AOC

In addition to the resources listed above, courts may request inquiries be run through two additional tools that are maintained by the National Center for State Courts (NCSC). These provide access to a national network of interpreters, Language Access Coordinators, and state court interpreter program managers. Many times, though not always, these tools are able to provide leads for interpreters when local resources fall short. To make a request for either item below, send an e-mail to the AOC's Language Access Coordinator at [dsvoboda@courts.az.gov](mailto:dsvoboda@courts.az.gov).

### NCSC INTERPRETER DATABASE

Similar to the Arizona Court Interpreter Registry, the National Interpreter Database is a registry of interpreters who have met certain credentialing or certification requirements of the states in which they tested.

### NATIONAL LANGUAGE ACCESS LISTSERV

This Listserv connects states' Language Access Coordinators and interpreter program managers from across the country. If a court is having difficulty locating an interpreter for a hard-to-find language, this list may be able to help.

# Guidance to Courts Regarding the “Preference” Requirement in A.O. 2016-02



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## Acknowledgments

This guidance is the product of recommendations from the “Preference” Guidance Workgroup of the Court Interpreter Program Advisory Committee (CIPAC). Members of the workgroup are

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## Introduction

In furtherance of its Strategic Agenda, “Advancing Justice Together”, the Arizona Supreme Court issued [Administrative Order 2016-02](#) in January of 2016, thereby establishing the Arizona Court Interpreter Credentialing Program (ACICP). The Administrative Order states, “[e]ffective July 1, 2017, judges should give appointment preference to credentialed contract interpreters, if available.”

It is important that courts seek out and use credentialed interpreters whenever possible to ensure not only the same level of professionalism and competency by interpreters throughout the courts across the state, but also to ensure that access to justice and communications with limited English proficient (LEP) persons are meaningful as required by Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.; 45 C.F.R. § 80.1 et seq.; and 28 C.F.R. § 42.101–42.112). The purpose of this document is to provide guidance to the courts on complying with the “preference” requirement for freelance interpreters contained in Administrative Order 2016-02.

## Expected Protocol for Demonstrating Preference

The preference requirement is intended to promote the use of credentialed contract interpreters over uncredentialed contract interpreters while still permitting courts a certain flexibility to conduct business with an interpreter who is not credentialed should circumstances so warrant. The use of uncredentialed interpreters is to be limited to the following situations:

- No interpreters credentialed by ACICP in the language required; or
- No interpreters credentialed by ACICP in the language required within a reasonable radius of the court, or in a timely manner.

When an interpreter is needed, the following steps should be followed to locate a credentialed interpreter:

1. Identify the language of the LEP person
2. Use the [Arizona Court Interpreter Registry](#) to view the credentialed interpreters in that language. The Registry can be searched by the language spoken, an interpreter’s county of residence, Tier level, etc., or any combination of criteria. Contact the AOC [Language Access Coordinator](#) for instructions on how to use the Arizona Court Interpreter Registry.

- a. Alternatively, the [Public Roster of Credentialed Interpreters](#) may also be used to locate an interpreter. The Public Roster is updated throughout the year. Court staff printing the Public Roster must verify they are working from the current version.

**NOTE:** The [Registry](#) is always the most complete and up-to-date tool for ACICP interpreter records.

- b. Courts with their own lists of interpreters are encouraged to verify the credential status of their interpreters using the tools listed above. Additionally, courts are encouraged to use these tools to augment their lists, thereby increasing the number of credentialed interpreters from which to choose for court proceedings.
3. If a credentialed interpreter is reasonably available to appear for the hearing or event, then such interpreter is to be contracted by the court.
    - a. An interpreter does not necessarily have to appear in person. Remote interpreting (RI) may be an option for some hearings and events. For example, for short, procedural hearings and events when the interpreter is located far away.
    - b. Courts must consider the interpreter's level of credential (Tier) when determining the appropriate interpreter to hire. See the [Overview of Tiers](#) for more information. The progression for preference is as follows:
      - i. Look first for a Tier 3 or Tier 4. These interpreters have passed the required interpreting skills exam at a level sufficient for a permanent credential. If no Tier 3 or Tier 4 interpreters are available, proceed to Step 3(b)(ii).
      - ii. Look for a Tier 2 interpreter. These interpreters have passed the required interpreting skills exam at a level sufficient for a temporary credential. If no Tier 2 interpreters are available, proceed to Step 3(b)(iii).
      - iii. Look for a Tier A or Tier 1 interpreter. These interpreters have passed the required exams to demonstrate proficiency in English and the foreign language. However, they have either not taken or not passed the skills exam required for higher tiers. Some languages may not have an interpreting skills exam available. Interpreters of these languages will only be able to earn a Tier 1 or Tier A credential.
- NOTE:** Courts near other counties or other states may consider contracting credentialed interpreters who have passed an interpreting skills exam from those areas prior to contracting with a Tier 1 interpreter.
- iv. When no credentialed interpreters are available, courts may consider using uncredentialed, but otherwise qualified individuals to provide interpreter services. Contact the AOC [Language Access Coordinator](#) for information on qualifying an interpreter.

**NOTE:** It is not sufficient to only look for interpreters in the same city or town as the court. It is also not sufficient to rely solely upon the court's own internal list of interpreters. The ACICP creates a statewide network of credentialed interpreters and courts are expected to use the tools listed above to find qualified interpreters, even if it means hiring someone previously unknown to the court. The requirement to provide meaningful access for LEP persons requires courts to search for and use qualified interpreters.

### Breadth of Searches for Credentialed Interpreters

For steps 3(b)(i – iii) above, courts are expected to search within their own county first. For each step, if no interpreter is available in the same county as the court, then the search should be expanded to neighboring counties before proceeding to the next step in the progression. The nature and complexity of a given hearing or event, and the language needs of LEP persons, will at times require the court to search even more broadly for a credentialed interpreter, be that across the state or, in some cases, across the country.

### Additional Factors to Consider

An in-person interpreter is recommended for trials, evidentiary hearings, and any other hearing or event with multiple parties who need an interpreter, or which are expected to last 30 minutes or longer. Shorter, simple hearings and events may lend themselves to the use of remote interpreter options if a credentialed interpreter is not available to appear in person. In many instances, interpreters for languages other than Spanish will only be available remotely. Contact the AOC [Language Access Coordinator](#) for information on managing remote events and events in which uncredentialed interpreters are being used.

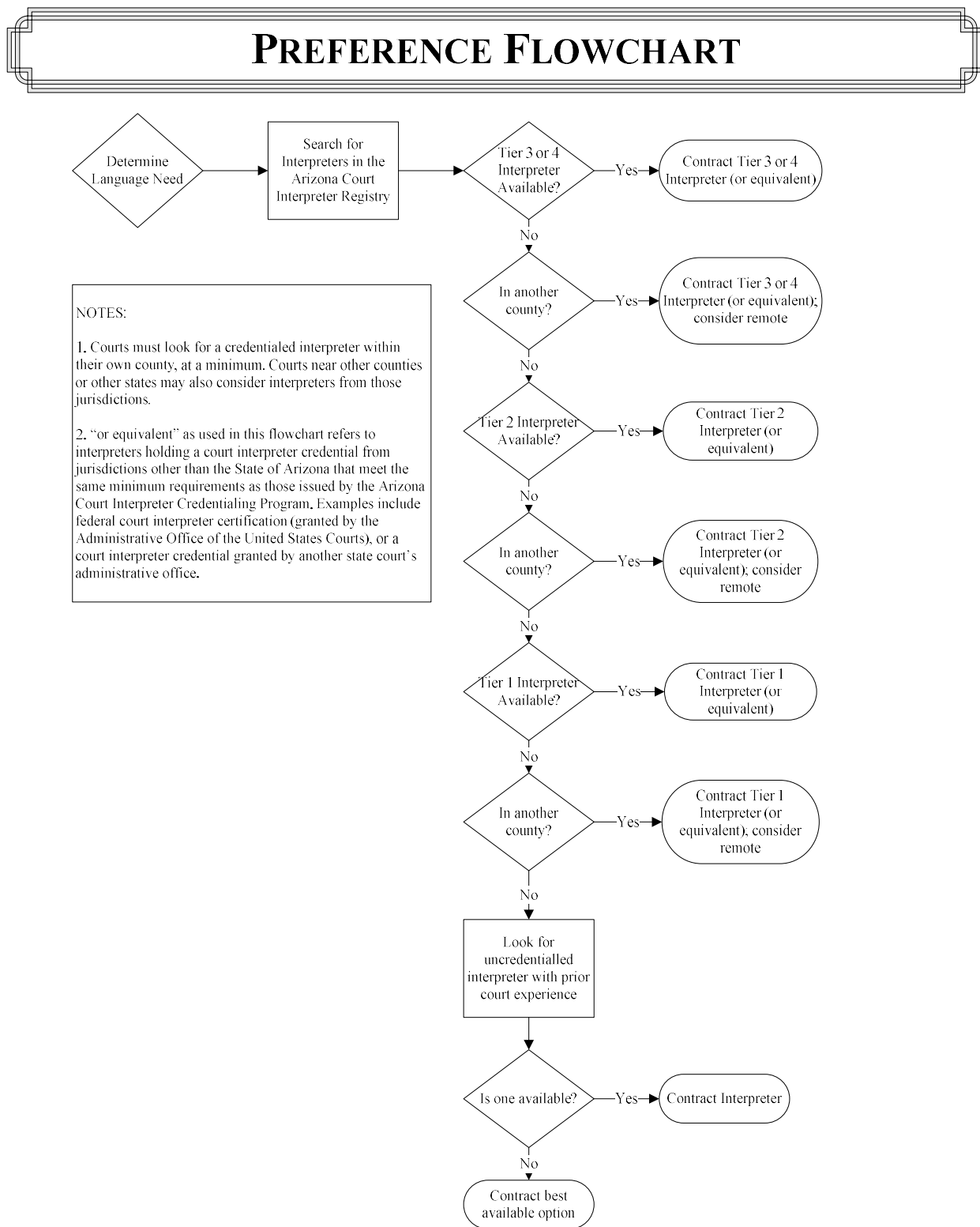
In addition, courts are encouraged to include information on their policies and procedures for demonstrating preference for credentialed interpreters in their Language Access Plans and in their contracts with vendors. Contact the AOC [Language Access Coordinator](#) for suggested language.

## Appendices

### Appendix 1: Definitions

- **Arizona Court Interpreter Code of Conduct** – In the context of the ACICP, refers to the Arizona Court Interpreter Code of Conduct, applicable to all who provide interpreter services for the courts.
- **Arizona Court Interpreter Credentialing Program (ACICP)** – The interpreter credentialing body created by Arizona Supreme Court Administrative Order 2016-02.
- **Arizona Court Interpreter Registry** – A searchable database of interpreters and interpreter candidates in Arizona that indicates if a particular interpreter has earned a credential issued by ACICP.
- **Arizona Public Roster of Credentialed Interpreters** – A publicly available list of interpreters credentialed by the ACICP.
- **Certified** – said of an interpreter holding a qualification as required by a specific jurisdiction other than the State of Arizona. For Arizona’s qualification system, see “Credentialed.”
- **Credentialed** – said of an interpreter who has earned any tier of credential from the Arizona Court Interpreter Credentialing Program. Not synonymous with “certified” as used in other jurisdictions and which may connote other requirements for its grant.
- **Interpreter** – a person who orally translates between English and the language of a limited-English-proficient party or court customer for two or more people who would not otherwise understand each other.
- **LEP** – Limited-English-Proficient or Limited-English-Proficiency.
- **Otherwise qualified** – refers to a person who is not credentialed to interpret but who may have some training, knowledge or experience interpreting or other qualifications making them potentially viable for certain interpreting assignments.
- **Preference** – in the context of A.O. 2016-02, “preference” refers to the priority that courts must show in appointing credentialed interpreters over uncredentialed interpreters.
- **Public Roster** – see Arizona Public Roster of Credentialed Interpreters.
- **Registry** – see Arizona Court Interpreter Registry.
- **Remote Interpreting (RI)** – a term use to describe interpreting services that are not offered on-site. Typically refers to telephonic and video remote interpreting services.

## Appendix 2: Preference Flowchart



# ARIZONA COURT INTERPRETER REGISTRY

## COURT USER GUIDE

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ARIZONA SUPREME COURT  
ADMINISTRATIVE OFFICE OF THE COURTS  
COURT SERVICES DIVISION  
LANGUAGE ACCESS SERVICES

## PURPOSE OF THE ARIZONA COURT INTERPRETER REGISTRY

The purpose of the Arizona Court Interpreter Registry (“Registry”) is to allow individuals with interpreting experience to create a profile which is viewable by Court Interpreter Coordinators, Court Administration, or other court staff responsible for locating contract interpreters.

Individual interpreters input their contact information, interpreting experience, travel preferences, etc. Additionally, the Arizona Court Interpreter Credentialing Program (“ACICP”) will add information pertaining to an interpreter’s progress in the credentialing program to their profile. This information includes candidates test results, reciprocity information, and their individual tier level earned. Interpreters may view and update their personal information at any time. However, information about their Arizona credential can only be updated by ACICP program staff.

Additionally, interpreter profiles are not viewable by the general public or interpreter agencies. The Arizona Court Interpreter Registry is a tool intended specifically for courts to use to find and hire qualified contract interpreters, as well as view and confirm interpreter credentialing information.

## REGISTRY WEBSITE

<https://apps.azcourts.gov/registry>

## USERNAME AND PASSWORD:

### AJIN Court User Access:

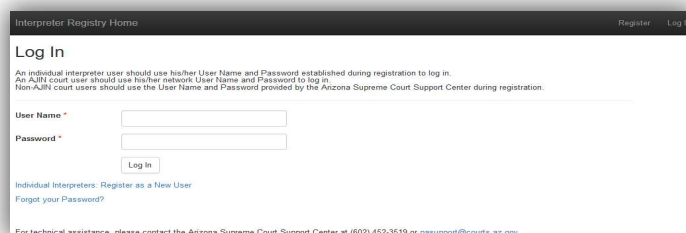
AJIN Users should use their network username and password to log in (the same username and password used when logging into your AJIN computer every day). **BEFORE ATTEMPTING TO LOGIN, CONTACT AOC LANGUAGE ACCESS STAFF AT [INTERPRETERS@COURTS.AZ.GOV](mailto:INTERPRETERS@COURTS.AZ.GOV) OR (602) 452-3333.** Special access must be applied to your AJIN profile before you will have access to the Registry as a Court User. This process may take several days, but the AOC Language Access staff will be happy to help you by searching the Registry to generate a list of contract interpreters based on your needs, while your request for access to the Registry is pending.

### NON-AJIN Court User Access:

To access the Registry as a Court User, Non-AJIN users will require a unique username and password. **TO OBTAIN A USERNAME AND PASSWORD, CONTACT AOC LANGUAGE ACCESS STAFF AT [INTERPRETERS@COURTS.AZ.GOV](mailto:INTERPRETERS@COURTS.AZ.GOV) OR (602) 452-3333.** This process may take several days, but the AOC Language Access staff will be happy to help you by searching the Registry to generate a list of contract interpreters based on your needs, while your request for access is pending.

### SPECIAL NOTE: AJIN and Non-AJIN Court Users who are also Court Staff Interpreters:


Your “Court User” functionality is different than your “Interpreter User” functionality in the Registry. The Court User role is designed to allow you to search for interpreters with whom you wish to contract. The Interpreter User role is personal to you and allows you to view your Arizona Court Interpreter Credential information, etc. Your login for your Court User functionality will need to be different from that for your Interpreter User functionality.




The screenshot shows the 'Interpreter Registry Home' page. At the top right are links for 'Register' and 'Log In'. The main heading is 'Log In'. Below it, a note states: 'An individual interpreter user should use his/her User Name and Password established during registration to log in. An AJIN court user should use his/her network User Name and Password to log in. Non-AJIN court users should use the User Name and Password provided by the Arizona Supreme Court Support Center during registration.' The form has two input fields: 'User Name \*' and 'Password \*'. Below these fields is a 'Log In' button. At the bottom of the form, there are links for 'Individual Interpreters: Register as a New User' and 'Forgot your Password?'. A footer note provides contact information for technical assistance: 'For technical assistance, please contact the Arizona Supreme Court Support Center at (602) 452-3519 or [passupport@courts.az.gov](mailto:passupport@courts.az.gov)'.

## SEARCHING THE DATABASE

You may search the Registry using several **CRITERIA**, including Language and Credential Level. If you know the name of the interpreter you are searching for, or are looking for more search criteria, click **ADVANCED SEARCH**. The more criteria you select, the narrower your results will be.

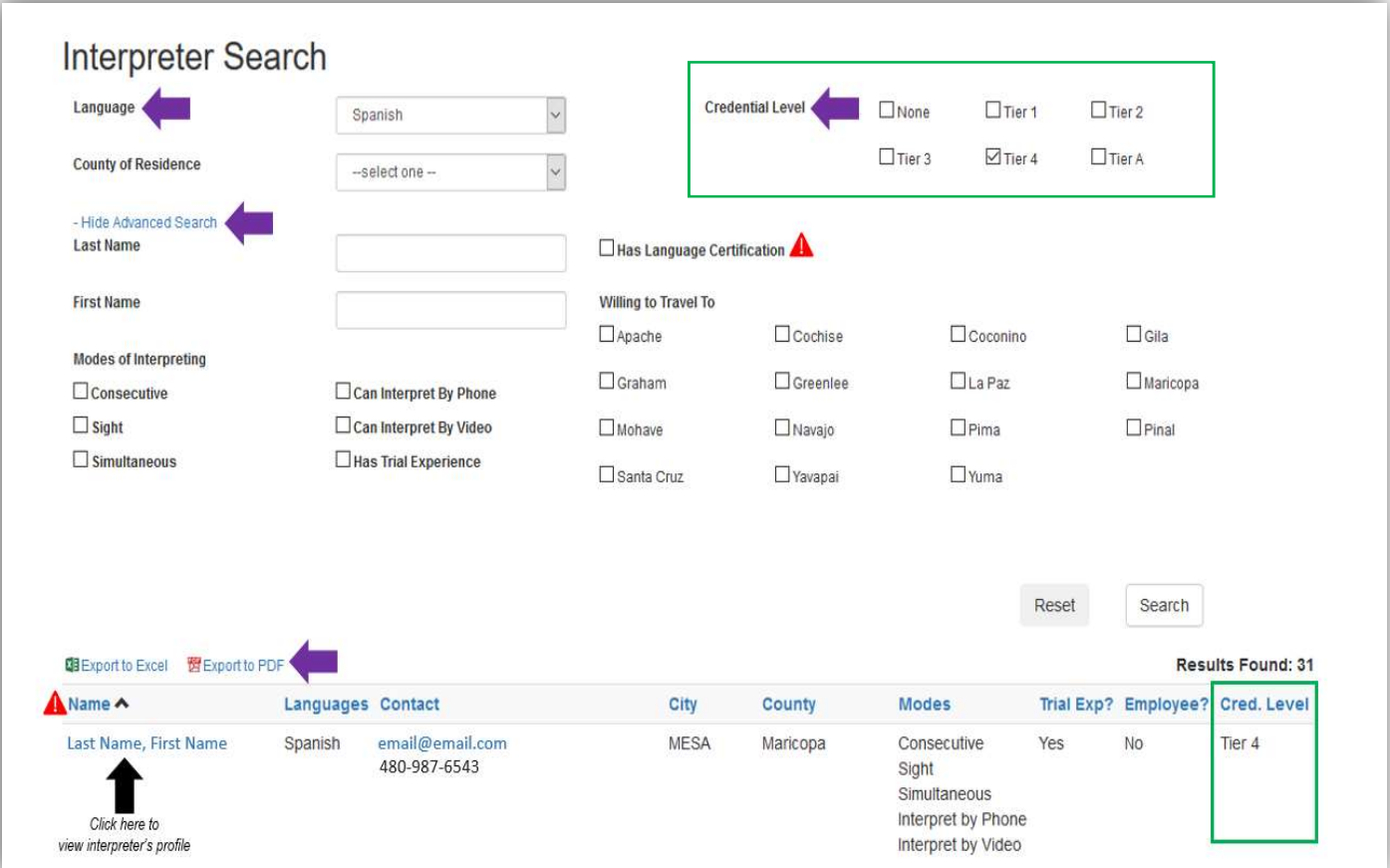
NOTE:  The “Has Language Certification” checkbox will return users that have input information on their own about certifications. This information is not verified by the Arizona Court Interpreter Credentialing Program (ACICP). *Verification of this information is recommended.*

The **CREDENTIAL LEVEL** checkboxes and **CRED. LEVEL** column information is supplied by the ACICP and cannot be altered by the interpreter. This is the interpreter’s ACICP credential level.

NOTE:  All other information displayed in the search results is provided by the interpreter. This information is not verified by the ACICP. *Verification of this information is recommended.*

You may **EXPORT** the results to Excel or PDF. All headings in the results can be used to **SORT** the results.

Click the **INTERPRETER NAME** to view the interpreter’s full profile.



The screenshot shows the 'Interpreter Search' form with several annotations. Purple arrows point to the 'Language' dropdown (set to 'Spanish'), the 'County of Residence' dropdown (set to '--select one --'), the '- Hide Advanced Search' link, the 'Export to PDF' button, and the 'Name' column header in the results table. A green box highlights the 'Credential Level' section, which includes checkboxes for 'None', 'Tier 1', 'Tier 2', 'Tier 3', 'Tier 4' (checked), and 'Tier A'. Another green box highlights the 'Cred. Level' column in the results table, which shows 'Tier 4' for the first result. A black arrow points to the 'Name' column header with the text 'Click here to view interpreter's profile'.

**Interpreter Search**

Language: Spanish

County of Residence: --select one --

- Hide Advanced Search

Last Name:

First Name:


Modes of Interpreting:

- ☐ Consecutive
- ☐ Sight
- ☐ Simultaneous

☐ Can Interpret By Phone

☐ Can Interpret By Video

☐ Has Trial Experience

☐ Has Language Certification 

Willing to Travel To:

- ☐ Apache
- ☐ Cochise
- ☐ Coconino
- ☐ Gila
- ☐ Graham
- ☐ Greenlee
- ☐ La Paz
- ☐ Maricopa
- ☐ Mohave
- ☐ Navajo
- ☐ Pima
- ☐ Pinal
- ☐ Santa Cruz
- ☐ Yavapai
- ☐ Yuma

Reset Search

Export to Excel Export to PDF

Results Found: 31

Name	Languages	Contact	City	County	Modes	Trial Exp?	Employee?	Cred. Level
Last Name, First Name	Spanish	email@email.com 480-987-6543	MESA	Maricopa	Consecutive Sight Simultaneous Interpret by Phone Interpret by Video	Yes	No	Tier 4

Click here to view interpreter's profile



## UNDERSTANDING THE INTERPRETER DETAILS PAGE

When you click on the interpreter's name in the search results, the Interpreter Details page appears. The information on this screen can be **PRINTED**.

### INFORMATION PROVIDED BY THE INTERPRETER

Interpreters can choose to **ATTACH** documents, including their resume, certificates, etc., which may assist you in understanding their qualifications as an interpreter. They may also choose to tell you more about their **WORKING LANGUAGE, CERTIFICATIONS, EXPERIENCE** and **AVAILABILITY**.

The screenshot shows the 'Interpreter Details' page. At the top left is the title 'Interpreter Details'. To its right is a 'Print' button with an arrow pointing to it. The page is divided into several sections. The first section on the left contains personal information: 'First Name Last Name', '1501 W. Washington, Ste. 410', 'Phoenix, Arizona 85007', 'Maricopa', 'United States', 'email@email.com - Primary', '480-987-6543 Cell - Primary', '480-123-4569 Office', and 'Preferred Contact Method: Email'. The middle section is titled 'Languages:' with a red warning icon. It lists 'Spanish' with a 'Certification: FCICE', 'Date Granted: 12/01/2015', 'Expiration Date (if applicable):', and 'Granting Organization: AOUSC'. Below this is another certification: 'Certification: NCSC', 'Date Granted: 03/09/2016', 'Expiration Date (if applicable):', 'Granting Organization: ACICP', and 'State/Province Granted: AZ'. The right section shows 'Status: Accepted' and 'Files:' with a red warning icon. It lists 'FCCI Certificate', 'Arizona Credential', and 'Interpreter Resume', with an arrow pointing to the 'Files:' section. The bottom section is divided into three columns. The first column is 'Will Travel to Counties:' with 'Pima County', 'Maricopa County', and 'Pinal County', with an arrow pointing to 'Maricopa County'. The second column is 'I am Currently Employed as a Court Staff Interpreter:' with 'N/A', 'Years of Experience Interpreting: 12', 'Hours of Interpreting a Year: 1000', 'Courtroom Observation Hours: 0', 'Years of Experience Translating Documents: 12', and 'Pages Translated a Year: 500'. The third column is 'Experience in a Court Setting:' with a red warning icon, listing 'Civil', 'Criminal', 'Justice', 'Interviews/Depositions', 'Superior', 'Trial', and 'Other - Juvenile', with an arrow pointing to 'Criminal'. The bottom section is divided into three columns. The first column is 'Area(s) of Specialization:' with 'Legal'. The second column is 'Modes of Interpreting:' with 'Consecutive', 'Sight', and 'Simultaneous'. The third column is 'Able to Interpret By Phone: Yes', 'Able to Interpret By Video: Yes', 'Interpret from these Courts:', 'Administrative Office of the Court', and 'Pima Superior Court'.

**NOTE:**  
**INFORMATION**  
**ON THE TOP**  
**PORTION OF THE**  
**PROFILE**  
**IS PROVIDED BY**  
**THE**  
**INTERPRETER.**

This information  
is NOT verified by  
the ACICP.

*Verification of this  
information is  
recommended.*

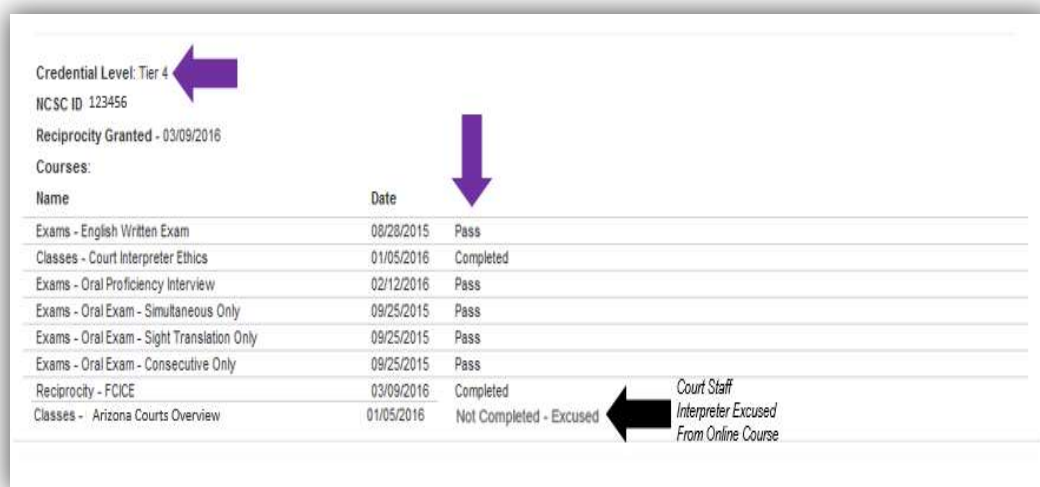
(continued)

## INFORMATION PROVIDED BY THE ACICP

The Registry serves as the official credentialing record for interpreters who are credentialed through the Arizona Court Interpreter Credentialing Program (ACICP). As a Court User, you may view information about the selected interpreter's ACICP credential, including exam results, reciprocity/transfer of components information, current tier level, etc.

The last column in the course information shows the overall **EXAM and COURSE RESULTS**. The current **TIER LEVEL** for the interpreter is displayed also. Court Staff interpreters can be **EXCUSED** by their supervisor from taking the **ARIZONA COURTS OVERVIEW** online class. When this occurs, the ACICP staff will enter "Not Completed – Excused" as the result of the class.

The information on bottom portion of the page is provided by the ACICP and cannot be altered by the interpreter. *If you have any questions about this information, please feel free to contact ACICP at [interpreters@courts.az.gov](mailto:interpreters@courts.az.gov) or (602) 452-3333.*



Credential Level: Tier 4		
NCSC ID 123456		
Reciprocity Granted - 03/09/2016		
Courses:		
Name	Date	
Exams - English Written Exam	08/28/2015	Pass
Classes - Court Interpreter Ethics	01/05/2016	Completed
Exams - Oral Proficiency Interview	02/12/2016	Pass
Exams - Oral Exam - Simultaneous Only	09/25/2015	Pass
Exams - Oral Exam - Sight Translation Only	09/25/2015	Pass
Exams - Oral Exam - Consecutive Only	09/25/2015	Pass
Reciprocity - FCICE	03/09/2016	Completed
Classes - Arizona Courts Overview	01/05/2016	Not Completed - Excused

NOTE:  
**INFORMATION ON  
BOTTOM PORTION  
OF THE PROFILE IS  
PROVIDED BY THE  
ACICP.**

This information  
CANNOT be altered  
by the interpreter.

*If you have any  
questions about this  
information, please  
contact ACICP.*

## ADDITIONAL RESOURCES

### ARIZONA COURT INTERPRETER CREDENTIALING PROGRAM:

Website: <https://www.azcourts.gov/interpreter/Arizona-Court-Interpreter-Credentialing-Program>

Email: [interpreters@courts.az.gov](mailto:interpreters@courts.az.gov)

### INTERPRETERS FOR THE DEAF AND HARD OF HEARING: *(not credentialed through ACICP)*

Arizona Commission for the Deaf and Hard of Hearing, 100 N. 15th Ave, Suite 104, Phoenix, AZ 85007

Website: [www.acdhh.org](http://www.acdhh.org)

### ARIZONA ROSTER OF CREDENTIALIAED INTERPRETERS: *(a publication of the ACICP for public use)*

The roster is a list of interpreters who have completed at least one tier in the Arizona Court Interpreter Credentialing Program and are, therefore, considered to be "credentialed." **As a Court User, you have access to this information and more through the Registry.** PDF Document: <https://www.azcourts.gov/Portals/168/Resources/ACICPRoster.pdf>

## AOC LANGUAGE ACCESS SERVICES STAFF

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